GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:180
ANSWERED ON:09.03.2016
IT Enabled Services in Government Offices
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) The details of IT enabled services in Government offices;
(b) Whether the Government proposes to introduce an online system for appointments in Government offices, if so, the details thereof and if not, reasons therefor; and
(c) The measures taken by the Government to ensure transparency and better accessibility in Government offices?

Answer

(a) to (c): A Statement is laid on the Table of the House.

STATEMENT REFERRED IN REPLY TO LOK SABHA STARRED QUESTION NO. *180 FOR 09.03.2016 REGARDING IT ENABLED SERVICES IN GOVERNMENT OFFICES

(a): National Informatics Centre (NIC) has implemented several e-Governance applications such as:

1. e-Procurement
2. e-Office
3. e-Counseling
4. e-Scholarship
5. e-Samagra
6. e-Greetings
7. e-Sampark
8. Jeevan praman
9. e-Visitor
10. Bio-Metric Attendance

(b): NIC has implemented eVisitors (MyVisit.gov.in), an online system to facilitate the common man for seeking appointments in Government Offices. MyVisit facility enables the citizens to have a smooth and simple process of making an appointment. It will bridge the gap between the Government and the common man and will enhance the opportunity of a common man to meet a government officer, hassle free. It has advance features of eliminating all the cumbersome and tedious procedure of making a request for an appointment and then visiting the premises.

MyVisit is cloud-based application developed by NIC with an easy to use graphical interface and embedded with comprehensive security features. This is a unified and centralized application and can be easily implemented in any Government offices / Ministries / Bhawans with minimum customization efforts. It assists in maintaining all-relevant information about the visitors, which is automatically saved in a database. This application is integrated with visitors' Aadhaar card facility.

Key Features
â€¢ Solution free for all Central, State and Local Self Government offices;
â€¢ Cloud based, multi − tenant;
â€¢ Highly scalable;
â€¢ SMS and email alerts for the visitors;
â€¢ Allows PRO registering of visitors also; and
â€¢ Query and reports to support management

(c): The various e-Governance applications implemented by NIC bring in transparency as well makes Govt. Offices/Services more accessible live MyGov provides initiatives platform to build partnership between Citizens and Government. Application like e-procurement has provided transparency in procurement process in Govt. offices, e-office application has been implemented across Govt. offices to improve efficiency, Consistency & effectiveness of Government responses. E-Visitor provides a transparent system of accessibility to Govt. offices.

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